

**S2 File.** Transcription conventions; simplified version based on Gail Jefferson's work [44].

Doc, Pat, Com	Participant role (Doctor, Patient, Companion)
[	Left-side brackets indicate where overlapping talk begins.
]	Right-side brackets indicate where overlapping talk ends.
=	Equal signs (ordinarily at the end of one line and the start of an ensuing one) indicate a 'latched' relationship – no silence at all between them.
(0.8) (.)	Numbers in parentheses indicate silences in tenths of a second. A period inside parentheses is a silence less than two-tenths of a second.
wo:::rd	Colons indicate a lengthening of the sound just preceding them, proportional to the number of colons.
wo-	A hyphen indicates an abrupt cut-off or self-interruption of the sound in progress indicated by the preceding letter.
, ? .	Punctuation captures intonation, not grammar: <i>comma</i> is for slightly upward 'continuing' intonation; <i>question mark</i> for marked upward intonation; and <i>period</i> for falling intonation.
<u>word</u>	Underlining indicates stress or emphasis (usually conveyed through slightly rising intonation).
w <u>o</u> :rd wo: <u>r</u> d	Combinations of underlining and colons indicate intonation contours. An underscoring letter followed by colon indicates a falling intonation contour. A letter followed by an underlined colon represents a rising intonation contour.
↑ ↓	An arrow symbol indicates a marked pitch rise or fall of the sound or syllable after the arrow.
( ) (word)	Empty parentheses indicate inaudible talk. Words or letters inside such parentheses indicate a best estimate of what is being said.
hhh .hhh	The letter "h" is used to indicate hearable aspiration, its length roughly proportional to the number of h's. If preceded by a dot, the aspiration is an in-breath.
w(h)ord	Aspiration internal to a word is represented through an "h" enclosed in parentheses (h), such as when people produce particles of laughter throughout the production of a word.
°word° °°word°°	Talk bounded by degree symbols is quieter than the surrounding talk. Talk bounded by double degree symbols is whispered.
WORD	Uppercase indicates talk that is louder than the surrounding talk.
{Words}	Words in braces describe participants' non-verbal actions (e.g. gestures).
((words))	Words in double parentheses indicate transcriptionist's comments.
->	Arrows are used to highlight doctors' actions that are the focus of the analysis – i.e. their elaboration solicitations.